



Administrative Assistant (30 hours/week) – Job Description

Summary:

The Rocky Mountain Children's Law Center (RMCLC) is a non-profit legal organization with the mission of advocating for children and youth, driving systemic reform, and boldly challenging the status quo so that every young person who has experienced trauma or instability has the opportunity to thrive. The onsite Administrative Assistant supports the staff, manages essential office functions, serves as primary receptionist to callers and visitors, provides resources and referrals to callers to address their specific needs and circumstances, and acts as Spanish interpreter/translator for program staff and clients. This position requires excellent organizational skills, careful attention to detail, and strong communication skills in both English and Spanish.

Reports To: Executive Director

Position Responsibilities:

- ◆ Client and Community Relations -
 - Represent RMCLC professionally and effectively, serving as a first and often recurring point of contact for, and cultivating positive relationships with, clients, vendors, volunteers, and other community members.
 - Staff the reception desk, usually working from that location, and manage calls remotely when working elsewhere. This includes:
 - Screening visitors via the security door
 - Warmly greeting and assisting visitors
 - Ensuring visitors sign in and out
 - Validating parking
 - Receiving deliveries
 - Receiving, responding to, and routing phone calls and messages to internal program staff in a timely manner
 - Collecting initial information and documentation from callers to aid program staff in screening potential clients
 - Providing information and referrals to callers needing assistance or information from outside agencies and organizations
- ◆ Staff Support –
 - Provide skilled and professional support to all staff members.
 - Coordinate travel, meetings, trainings, and orientations, as needed.
 - Manage calendars upon request.
 - Assist with projects, presentations, meetings, and conferences, as needed.
 - Draft documents and correspondence, and perform research to support policy and advocacy programs.
- ◆ Financial Support –
 - Record, report, and deliver bank deposits.
 - Prepare client invoices.
 - Process client direct payment transactions in person and/or over the phone.
 - Work with Finance Director to collect outstanding client receivables.
 - Prepare and send tax letters and donor acknowledgements.

- ◆ Translation and Interpretation –
 - Provide skilled Spanish language interpretation and translation support for the organization, including telephone calls, videos, and in-person meetings.
 - Attend off-site meetings as needed with program staff to interpret conversations with Spanish-speaking clients or other parties.
 - Translate documents between English and Spanish.
- ◆ General Office Management –
 - Respond to various needs and requests of office staff, prioritizing and delegating as appropriate.
 - Manage recurring vendor relationships by placing orders, troubleshooting, and ensuring follow-through as appropriate.
 - Understand the use and maintenance of office technology such as telephones, client database, copiers, projectors, and phone systems. Serve as a knowledgeable resource to staff and service providers.
 - Manage general use of office and kitchen supplies, monitoring stock levels and assisting in cost containment.
 - Oversee common area and kitchen organization/cleanliness.
 - Coordinate internal meetings and events, including general conference room scheduling.
 - Assist with external meetings, trainings, and events as needed.
 - Record and maintain staff meeting minutes.
 - Collect and distribute daily inbound and outbound mail.
 - Maintain specified filing and archive management.

Qualifications:

- ◆ Passion for the Rocky Mountain Children’s Law Center’s mission.
- ◆ Bachelor’s degree preferred.
- ◆ Must have a minimum of one year experience in a fast-paced, professional, customer-focused office environment, including demonstrated success serving as administrative support to executive leadership or staff.
- ◆ Demonstrated excellent comprehension and communication skills, both written and verbal, in both English and Spanish. Given the nature of our work, callers and visitors may raise sensitive and sometimes upsetting subjects and may occasionally communicate in an emotional or hostile manner. The ability to calmly and effectively communicate with a variety of people and ensure mutual understanding is crucial to this role.
- ◆ Demonstrated multi-tasking and analytical skills, with the ability to anticipate issues, discern priorities, and respond quickly when needed.
- ◆ Demonstrated attention to detail and excellence in content and presentation.
- ◆ Demonstrated ability to work effectively both independently and collaboratively.
- ◆ Demonstrated ability to follow direction well and seek guidance as appropriate.
- ◆ Demonstrated basic to advanced competency in Microsoft Outlook, Microsoft Word, Microsoft Excel, and other general computer operations.
- ◆ QuickBooks or similar bookkeeping application experience preferred.

Salary Range: Part-Time Position (30 hours per week)
 \$28,500 to 32,000 per year – based on skills, education, and experience.

Benefits Include

- Medical insurance
- Dental insurance
- Vision insurance

- Life insurance
- 403(b) retirement savings with employer match
- AFLAC options
- Flexible spending account
- Employee Assistance Program (EAP)
- Vacation time, sick time, and personal time

Interested parties must submit a resume, references, and letter of intent to Betsy Fordyce, Executive Director, at bfordyce@childlawcenter.org with the subject line: Administrative Assistant Position. In the letter of intent, be sure to address: 1) Why you? 2) Why this position? and 3) Why the Rocky Mountain Children's Law Center?

Submissions will be accepted through October 13, 2021.

The Children's Law Center does not discriminate in employment opportunities or practices on the basis of age, race, religion, sexual orientation, gender, gender expression, national origin, disability, veteran status, genetic characteristics or information, or any other characteristic protected by law.